

## New Hampshire Employment Security Scam Alert Related to COVID-19

Concord, NH – Attorney General Gordon J. MacDonald and New Hampshire Employment Security Commissioner George Copadis urge New Hampshire citizens to practice increased vigilance when asked to provide personal information over the telephone or via email by entities claiming to provide unemployment benefits as a result of the COVID-19 outbreak.

While we have not yet seen a specific case in New Hampshire, we know that government benefits are an attractive target for scammers and want people to be prepared to prevent themselves from falling victim to this type of scam.

### Here are some helpful tips:

- New Hampshire Employment Security (NHES) will **never** send you a **text** asking for information. While NHES will call individuals and will send email messages providing and requesting information. They will **never** send you a text providing or requesting information.
- NH Employment Security will **never** ask for your **credit card** information. While NHES does need to request personal information in order to be able to determine eligibility for benefits and to then pay those benefits, the department will **never** request your credit card information. If such a request is made, immediately hang up the phone or if requested on a website, then immediately close the website and browser and then delete your browsing activity from your PC or smartphone.
- When in doubt **hang up** and call the **hotline**. Caller ID can be masked so beware of incoming calls. If you receive a call and feel uncomfortable providing information to the caller because you are unsure of its legitimacy, **Hang up** immediately and call back the **unemployment assistance hotline** 603-271-7700, to ensure you are speaking with a real representative from New Hampshire Employment Security.
- New Hampshire Employment Security does **not** partner with any outside organizations in the processing or payment of unemployment benefits. If you receive a call from someone representing themselves as "partnering" with New Hampshire Employment Security to process unemployment claims due to the high volume, this is a scam. **Hang up immediately!** Only state employees process claims and payments.
- Filing for Unemployment Benefits is **free**. The State of New Hampshire processes unemployment claims for free. Customers should stay away from any site that charges a fee for this service.
- Return Calls being made during non-traditional business hours. New Hampshire Employment Security is experiencing unprecedented volume on both its website and the hotline. This requires agency representatives to make return calls to people outside of normal business hours, including nights and weekends. Receiving a return call outside of normal business hours is therefore not unusual in this current environment. However, if you are unsure then **hang up!**

### Stay Informed:

- For up-to-date information about the COVID-19 outbreak in New Hampshire visit: [www.nh.gov/covid19](http://www.nh.gov/covid19)

### To report a scam, contact the Consumer Protection Hotline:

- Phone: 1-888-468-4454
- Email: [DOJ-CPB@doj.nh.gov](mailto:DOJ-CPB@doj.nh.gov)
- Website: [www.doj.nh.gov/consumer/complaints/](http://www.doj.nh.gov/consumer/complaints/)